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_____              Applications              _____
| PROCEDURE: 3075 |                  and                   | DATE:  03/21/96 |
|_____|        Systems Programming Team        !_____!
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| TITLE:   Processing Service Requests                                        |
|                                                                             |
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| Purpose      |
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To provide the customer with an understanding of the process a service
request goes through after it reaches ASAP. To describe the points of
customer contact, the customers involvement, and the way a customer can
acquire information about the status of a project.

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| Definitions |
|_____|
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Customer - anyone requesting services from ASAP.

SDM/70 - Systems Development Methodology - Trademark of Atlantic
Software Inc.

SR - Service Request (SDM/70 form # SDM-001). Forms are available from
ASAP.

System Project Leader - main analyst on the system, also, usually the
main customer contact for the system.

Requester: The individual in the requesting department that is
authorized to make expenditures. Please include the phone number and
department of this individual.

WCC - Workload Coordinating Committee, a committee within ASAP responsible f
          receiving, assigning, and monitoring all service requests.

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| Procedure   |
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The SR comes to the WCC from the customer

The SR is logged in and a prioritizing sheet is attached

The SR is given to the system project leader

The system project leader completes the prioritizing form within one

week by con ducting a brief overview of the project with the customer
and then returns the form and the SR to the WCC.

Projects estimated at 10 hours or less will not go through this process.
They w ill be handled by the system project leader or their backup.

The WCC prioritizes the SR with all other projects in ASAP. The WCC
notifies the customer of the priority of the SR within two weeks and an
approximate time the project will be started

>   - this targeted start date will not be a specific date, but a
>   broad target such as one to two months
>
>   - the WCC notifies the customer if the targeted start date changes
>
>   - the customer will be given options if the targeted start date is
>   not satisfactory

If the SR is for a mandatory request and other non-mandatory requests
are included, the project may be broken into multiple projects.

If the SR is for a phased project with parts having different required
dates, th e project may be broken into multiple projects.

Teams will be formed to work on medium and large projects. Small
projects will be handled by an individual.

Forming a team -
When it is time to work on this project, a team will be formed based on:

>   - skills and number of people needed
>   - who has experience in this area
>   - who has interest in this area
>   - size of the project
>   - availability of resources
>   - target date

The system project leader will likely be a member of the team, but may
or may no t be the team leader The system project leader may serve as a
resource to the team and not be an actual member

After the team is formed - the team members are known before work begins
The team leader is determined

Customers and other resources are ad-hoc members of the team - they will
be involved as much as needed

The group will -
>   - review the request
>   - determine needed information
>   - conduct interviews or research
>   - develop a plan including timeline and task lists

- prepare the cost/time estimate
                      - the customer is involved heavily throughout the estimate
                        process

The customer will transfer funds for the preparation of the cost/time
estimate and initial design when applicable, unless other arrangements
have been made with the ASAP Team Leader.

The customer may, in writing, request no official estimate be prepared
thus indicating the customer will pay whatever costs are necessary to
accomplish the goal of the request.

No further work will be done on the project until the cost/time estimate
and initial design are approved by the customer.

If the customer approves the cost/time estimate and initial
specifications The team will -
                      - assign tasks to group members
                      - meet periodically to determine if the project is on target
                      - take corrective action if needed to remain on target
                        - this may include:
                              - getting more resources or information
                              - reassigning work
                              - modifying the design
                                    -etc.
                      - continue to meet as a group and work as individuals until the
                        project is completed

                      - conduct customer satisfaction interviews or surveys as part of
                        a post implementation review

                      - evaluate the group and each other

Individuals will -
                      - bring their experience and ideas to the group
                      - attend group meetings and be on time
                      - inform team leader if assistance is needed
                      - inform team leader if targets are being missed
                      - make a commitment to the team to do their share of the work
                      - perform the tasks they have agreed to perform
The customer will
                      - provide input to the team
                      - officially approve parts of the design
                      - take an active role in the testing phase including officially
                        approving the test plan, test data, and test results

If the team's progress comes to a halt because the team is waiting for
information or action from a customer, official notification will be
sent from the WCC to the Requester stating work may be stopped on this
project if the information or action is not received or taken within
one week. This project may then be put back into the list of projects
and not started again until its priority is reached and the information

or action situation has been resolved.

If the scope of the project changes and the customer needs to make modifications to the design, every effort will be made to include these changes as long as they do not effect the project plan and cost. When more changes are desired than can be covered under the original estimate a new estimate and projected target d ate will be determined and will need the approval of the requester before work will continue. If the requesting department does not have the funding to support these changes or cannot wait the additional time for completion, the project leader and the customer will work together to fit it into the time and dollar estimate previously approved

Upon completion of the project, the customer will officially approve the project , accepting it as it has been implemented and documented as long as it meets the agreed upon specifications. Further changes will need to be submitted on a new SR.

A monthly report will be available to any customer upon request. This report will list all of the requests that have been submitted to ASAP. The information o n each project will include a minimum of the:

  - project number
  - project title
  - project priority
  - date received
  - requesting department
  - targeted start date
  - actual start date
  - targeted completion date
  - estimated hours for the entire project
  - brief status or % completed

Associated PSA's - 2030 - Prioritizing Service Requests
                          3074 - Submitting Service Requests

Revoked PSA's - 2064 & 3003

For a list of services provided by ASAP, contact the ASAP clerk at 281-6141.